

AMENDMENTS TO THE CLAIMS

Upon entry of the present amendment, the status of the claims will be as is shown below. This listing of claims replaces all previous versions and listings of claims in the present application.

Listing of Claims:

1-22. (Cancelled)

23. (New) A workforce management system, comprising:

a switching statistics database that stores a set of switching statistics of an operator;

a work statistics database that stores a set of work statistics of the operator; and

a processor that generates an operator efficiency parameter of the operator by mathematically integrating the set of switching statistics and the set of work statistics.

24. (New) The workforce management system as set forth in claim 23, wherein the processor determines whether the generated operator efficiency parameter exceeds a predetermined efficiency parameter.

25. (New) The workforce management system as set forth in claim 24, wherein the predetermined efficiency parameter is based on a set of operator information of the operator.

26. (New) The workforce management system as set forth in claim 25, wherein the set of operator information includes at least one of an employment seniority grade, an operator attendance data, and an operator-generated monthly revenue.

27. (New) The payroll system as set forth in claim 24, wherein the processor calculates a bonus payment in response to the generated operator efficiency parameter exceeding the predetermined efficiency parameter.

28. (New) The workforce management system as set forth in claim 23, wherein the processor generates a quantity parameter of the operator from the set of switching statistics, generates a quality parameter of the operator from the set of work statistics, and integrates the quantity parameter and the quality parameter, and wherein the operator efficiency parameter is generated based on the mathematically integrated quantity parameter and quality parameter.

29. (New) The workforce management system as set forth in claim 28, wherein the quality parameter includes a time of handling a set of telephone calls from a plurality of customers.

30. (New) The workforce management system as set forth in claim 23, wherein the set of switching statistics includes telephone call statistics of a plain old telephone service switch.

31. (New) A method of operating a workforce management system, the method comprising:

storing a set of switching statistics of an operator in a switching statistics database;

storing a set of work statistics of an operator in a work statistics database;

mathematically integrating the set of switching statistics and the set of work statistics with a processor; and

generating an operator efficiency parameter of the operator with the processor based on the mathematically integrated set of switching statistics and set of work statistics.

32. (New) The method as set forth in claim 31, further comprising determining, with the processor, whether the generated operator efficiency parameter exceeds a predetermined efficiency parameter.

33. (New) The method as set forth in claim 32, wherein the predetermined efficiency parameter is based on a set of operator information of the operator.

34. (New) The method as set forth in claim 33, wherein the set of operator information includes at least one of an employment seniority grade, an operator attendance data, and an operator-generated monthly revenue.

35. (New) The method as set forth in claim 32, further comprising calculating, with the processor, a bonus payment in response to the generated operator efficiency parameter exceeding the predetermined efficiency parameter.

36. (New) The method as set forth in claim 31, further comprising:
generating a quantity parameter of the operator from the set of switching statistics with the processor;
generating a quality parameter of the operator from the set of work statistics with the processor; and
mathematically integrating the quantity parameter and the quality parameter with the processor,
wherein the operator efficiency parameter is generated based on the mathematically integrated quantity parameter and quality parameter.

37. (New) The workforce management system as set forth in claim 36, wherein the quality parameter includes a time of handling a set of telephone calls from a plurality of customers.

38. (New) The method as set forth in claim 31, wherein the set of switching statistics includes telephone call statistics from a plain old telephone service switch.

39. (New) A tangible computer-readable medium encoded with an executable computer program, the computer-readable medium comprising:

a switching statistics storing code segment that stores a set of switching statistics of an operator;

a work statistics storing code segment that stores a set of work statistics of the operator; and

an operator efficiency code segment that generates an operator efficiency parameter of the operator by mathematically integrating the set of switching statistics and the set of work statistics.

40. (New) The computer-readable medium as set forth in claim 39, further comprising an efficiency determining code segment that determines whether the generated operator efficiency parameter exceeds a predetermined efficiency parameter.

41. (New) The tangible computer-readable medium as set forth in claim 40, wherein the predetermined efficiency parameter is based on a set of operator information of the operator.

42. (New) The tangible computer-readable medium as set forth in claim 41, wherein the set of operator information includes at least one of an employment seniority grade, an operator attendance data, and an operator-generated monthly revenue.

43. (New) The tangible computer-readable medium as set forth in claim 39, further comprising a bonus calculating code segment that calculates a bonus payment in

response to the calculated operator efficiency parameter exceeding the predetermined efficiency parameter.

44. (New) The tangible computer-readable medium as set forth in claim 39, further comprising:

a quantity parameter generating code segment that generates a quantity parameter of the operator from the set of switching statistics;

a quality parameter generating code segment that generates a quality parameter of the operator from the set of work statistics,

wherein the operator efficiency code segment generates the operator efficiency parameter based on mathematically integrating the quantity parameter and the quality parameter.